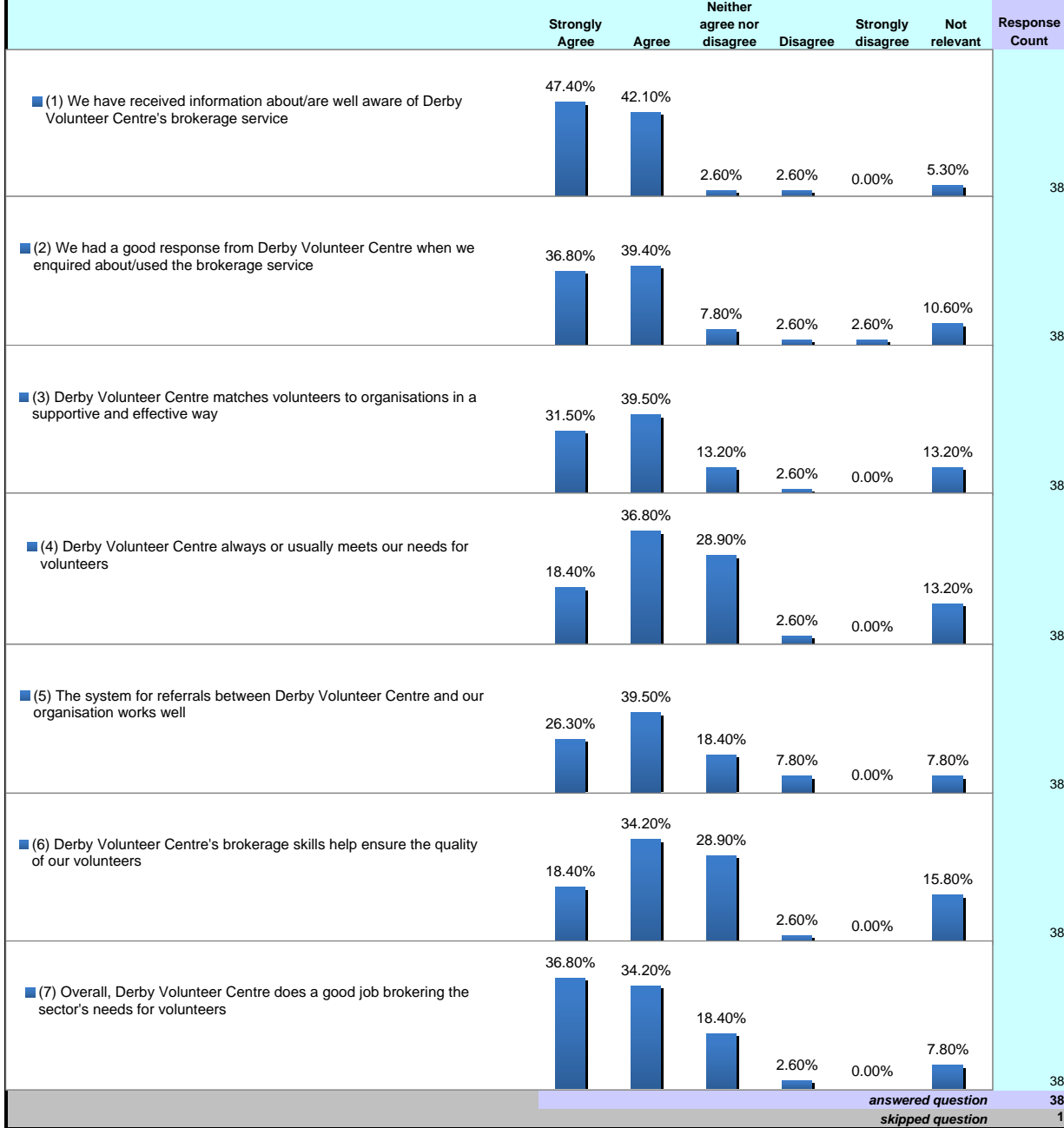


Appendix one

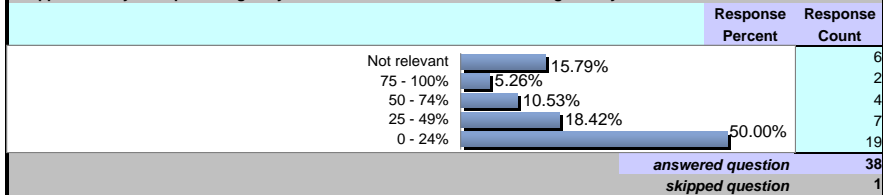
| 1. Your organisation is:  |        | Response<br>Percent      | Response<br>Count |
|---|--------|--------------------------|-------------------|
| No affiliation to a specific organisation   | 10.27% | 4                        |                   |
| Private company   | 5.13%  | 2                        |                   |
| Statutory body  | 15.38% | 6                        |                   |
| Community group   | 2.56%  | 1                        |                   |
| Voluntary   | 66.66% | 26                       |                   |
| other   |        | 6                        |                   |
|   |        | <b>answered question</b> | <b>39</b>         |
|   |        | <b>skipped question</b>  | <b>0</b>          |
| <b>Other Comments:</b>  |        |                          |                   |
| <ol style="list-style-type: none"> <li>1. Charity - not really sure of above answer.</li> <li>2. A partnership between the government, Derby City Council and the local sports club (Derby County football Club and Derbyshire county Cricket Club.</li> <li>3. Charity</li> <li>4. Registered Charitable organisation</li> <li>5. Charity</li> <li>6. University of derby</li> </ol> |        |                          |                   |

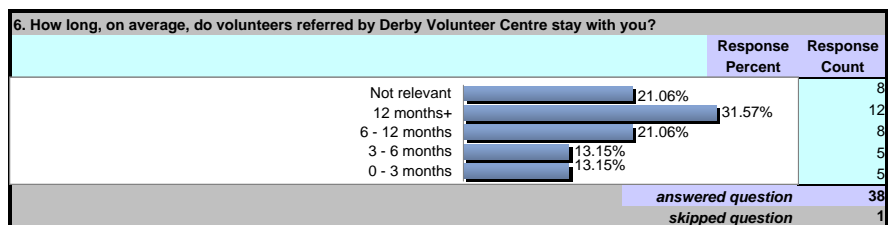
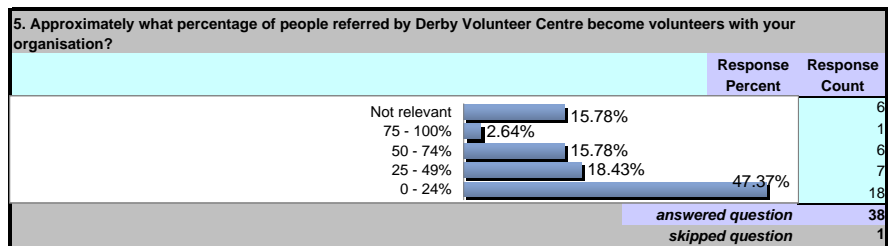
| 2. What, if any, is your connection or your organisation's connection, with Derby Volunteer Centre?                   |        | Response<br>Percent      | Response<br>Count |
|---|--------|--------------------------|-------------------|
| Aware of the Volunteer Centre, but don't use its services   | 12.82% | 5                        |                   |
| Occasional user   | 48.72% | 19                       |                   |
| Regular user  | 38.46% | 15                       |                   |
| other   |        | 2                        |                   |
|   |        | <b>answered question</b> | <b>39</b>         |
|   |        | <b>skipped question</b>  | <b>0</b>          |
| <b>Other Comments:</b>  |        |                          |                   |
| <ol style="list-style-type: none"> <li>1. Liaise as member of Derbyshire VC Network</li> <li>2. CVS member</li> </ol> |        |                          |                   |

3. What do you think of the effectiveness of Derby Volunteer Centre as a brokerage agency, where it matches volunteers to volunteer opportunities? Please indicate how satisfied you are by completing the following assessment.



4. Approximately what percentage of your total volunteers is recruited through Derby Volunteer Centre?





**7. Approximately, how many hours were contributed to your organisation in the past year by volunteers referred by Derby Volunteer Centre? (Estimate this by multiplying number of volunteers x average hours per week x weeks worked per year)**

|                          | Response Average | Response Total | Response Count |
|--------------------------|------------------|----------------|----------------|
|                          | 395              | 9480           | 39             |
| <b>answered question</b> |                  |                | <b>34</b>      |
| <b>skipped question</b>  |                  |                | <b>5</b>       |

**8. In what ways, if any, could Derby Volunteer Centre improve its brokerage services for organisations and the public?**

|                          | Response Count |
|--------------------------|----------------|
|                          | 39             |
| <b>answered question</b> |                |
| <b>skipped question</b>  |                |

**Other Comments:**

- Perhaps some kind of newsletter.
- I believe that Derby Volunteer Centre do all they can for organistaions like our so I can't see what more there is to improve.
- U pate organisations details ensuring one point of contact in each organisation with regards to referrals. Continue to ensure close and open working when recruiting and referring.
- I think you do a great job already and a lot of agencies are aware of the work you do. The only problem I have had is that some of the school aged volunteers have not understood the commitment that volunteering requires. They could do with some training on volunteering in a work place. e.g. how to converse with adult, good practice- such as phoning if they are unable to attend a session and letting organisations know if they are no longer going to volunteer.
- To keep people well aware of whats happening, inform us of any relevant courses on offer and communicate well.
- Find us volunteers
- More regular, direct and proactive contact with organisations to discuss evolving or changing needs
- Better information to potential volunteers on the opportunities. Telephone as well as sending a letter
- The only thing might be to ensure that potential volunteers are suitable for as well as interested in the post. Many do not respond when we contact them. But these are not major issues as we expect a certain drop-out.
- Difficult to say. Most of our volunteers have been referred via a website bit there has been very little to uptake or response on initial contact, phone messages and e-mails not replied
- Maybe ring us up there and then and see if we can arrange a meeting asap.
- More immediate access to volunteering opportunities for our residents
- CVS provides an efficient service
- ensure information and contact details are up to date and vacancies for volunteers are still current.
- more outreach
- They have often got something by the time we get to them;
- I have had enquiries from customers who do not live in Derby, would be useful if these could be weeded out.

9. What do you think of the ways in which Derby Volunteer Centre markets and promotes volunteering? Please tick the boxes to indicate your assessment.

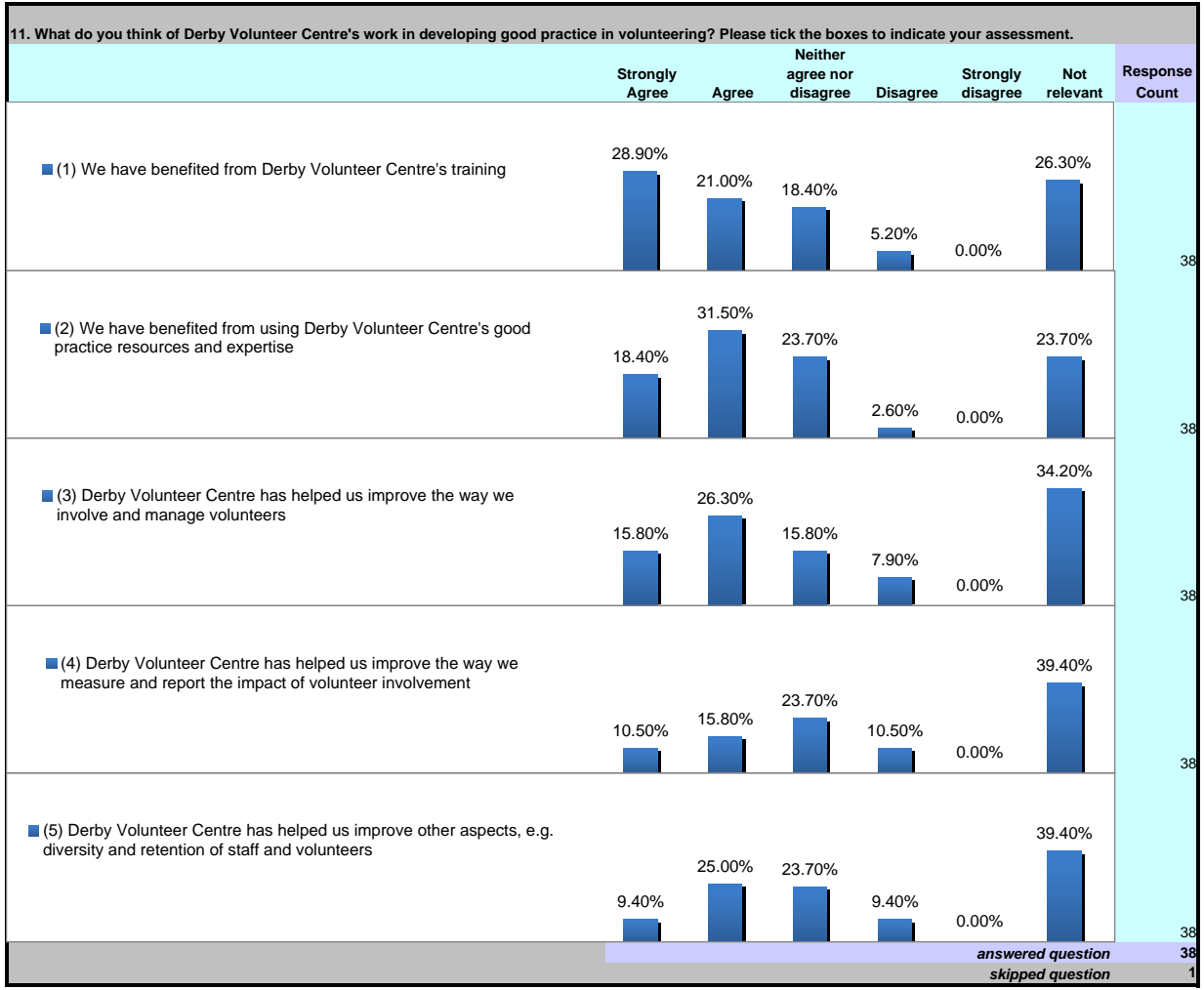
|   | Strongly Agree | Agree  | Neither agree or disagree | Disagree | Strongly disagree | Not relevant | Response Count |
|---|----------------|--------|---------------------------|----------|-------------------|--------------|----------------|
| ■ (1) Derby Volunteer Centre gets involved in local campaigns targeting different audiences                           | 39.40%         | 42.10% | 13.10%                    | 0.00%    | 0.00%             | 5.20%        | 38             |
| ■ (2) Derby Volunteer Centre actively participates in regional/national marketing campaigns. E.g. Volunteers week     | 50.00%         | 31.60% | 10.50%                    | 0.00%    | 0.00%             | 7.90%        | 38             |
| ■ (3) Derby Volunteer Centre has involved our organisation effectively in it's marketing of volunteering              | 42.10%         | 23.70% | 15.80%                    | 2.60%    | 2.60%             | 13.10%       | 38             |
| ■ (4) We have had a positive response from the public as a result of Derby Volunteer Centre's marketing.              | 13.10%         | 36.80% | 28.90%                    | 2.60%    | 2.60%             | 15.80%       | 38             |
| ■ (5) We have noticed an increase in interest from specific groups targeted by campaigns.                             | 2.60%          | 23.70% | 44.70%                    | 5.20%    | 2.60%             | 21.00%       | 38             |
| ■ (6) Derby Volunteer Centre has raised the brand profile of the volunteering infrastructure in this area.            | 26.30%         | 39.40% | 23.70%                    | 0.00%    | 0.00%             | 10.50%       | 38             |
| ■ (7) Derby Volunteer Centre's marketing makes good use of creative approaches and new technology.                    | 13.10%         | 47.30% | 31.60%                    | 0.00%    | 0.00%             | 7.90%        | 38             |
| ■ (8) Derby Volunteer Centre's marketing has improved the image of volunteering in the local media and general public | 23.70%         | 52.60% | 18.40%                    | 0.00%    | 0.00%             | 5.20%        | 38             |
| <i>answered question</i>  |                |        |                           |          |                   |              | 38             |
| <i>skipped question</i>   |                |        |                           |          |                   |              | 1              |

10. In what ways, if any, could Derby Volunteer Centre improve its marketing of volunteering to organisations and the public? Your answer may include issues that should be promoted, groups that should be targeted or Derby Volunteer Centre's marketing methods.

|                          | Response Count |
|--------------------------|----------------|
|                          | 39             |
| <i>answered question</i> | 33             |
| <i>skipped question</i>  | 6              |

**Other Comments:**

1. Newsletter. Question and answer on an internet site.
2. I think it would be a good idea to promote volunteering at retirement courses and involve local voluntary organisation to get involved.
3. Target older and more diverse section of the community ie retirees.
4. see question 8 It would be good if school aged volunteers had an initial induction on what it means to volunteer and maybe even accreditation opportunities highlighted to them.
5. Seems fine to me!
6. target some business and get some managers on board and dosome joint up work with business in the community.
7. I think you should target members of ethnic and BME communities. There is a huge shortage of volunteers from these communities.
8. I'm not sure the web method of recruiting is successful. Most of the referrals we have received from it have not materialised in active volunteers. Have had no response when e-mailed them, or when messages ) left on phone and where contact has been made, very few have actually followed through with any action; I think about three over the last couple of years out of over 20 referrals. our best method of contact is face to face when people see what we actually do at a campaigning event. Perhaps the information isn't specific enough, many people list a lot of interests that could potentially apply to many groups and not just ours (Oxfam).
9. I think we could target the LGB&T community even more effectively, and this is something i will follow up with Simon and Thom
10. visit the settings, write about them, take photo's, discuss in detail with management what the benefits are.
30. a user friendlier website
31. More partnership working for example, drop-in sessions in libraries and library promotional events to target our customers and sell the volunteering concept.





13. How many new volunteering opportunities, if any, has your organisation created with Derby Volunteer Centre's help?

|                          | Response Average | Response Total | Response Count |
|--------------------------|------------------|----------------|----------------|
|                          | 1.78             | 64             | 36             |
| <i>answered question</i> |                  |                | 39             |
| <i>skipped question</i>  |                  |                | 3              |

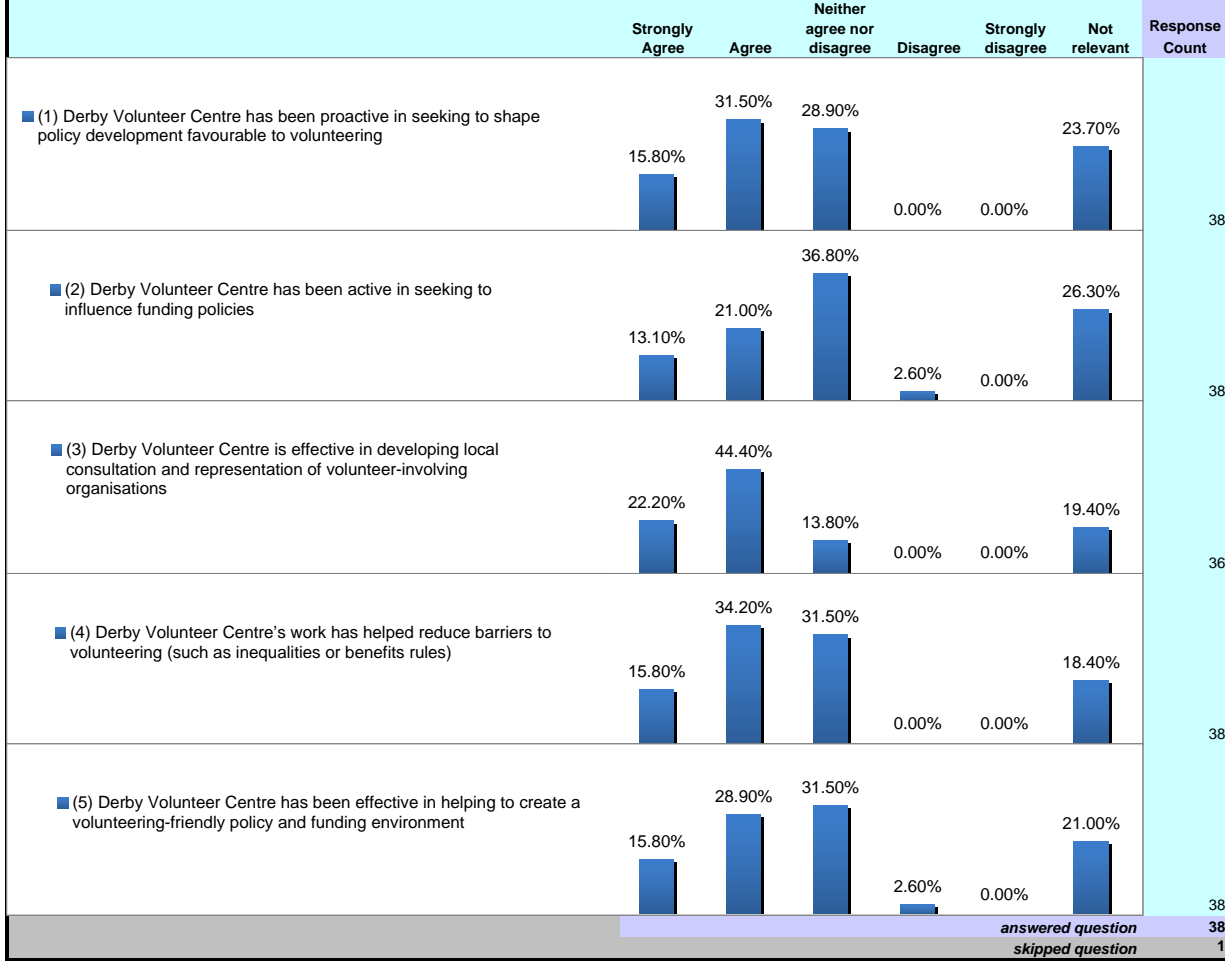
14. In what ways, if any, could Derby Volunteer Centre improve the ways it develops volunteering opportunities? Your answer may include types of opportunity that you feel are under-developed and the manner in which Derby Volunteer Centre develops new opportunities.

|                          | Response Count |
|--------------------------|----------------|
|                          | 39             |
| <b>answered question</b> | <b>33</b>      |
| <b>skipped question</b>  | <b>6</b>       |

**Comments:**

1. I can't think of any improvement that can be made. The opportunities that are developed with everyone in mind.
2. Working partnerships with organisations actively recruiting/using volunteers to understand and develop opportunities - recruitment 'events' involving these organisations to profile opportunities and to attract prospective volunteers. Derby CVS could participate in partnerships established between organisations to better facilitate referrals/develop opportunities - with, for instance, Business in the Community.
3. site visits so they understand our groups and understand our needs.
4. networking
5. At present we work closely with SDCVS in terms of volunteering and access to training, but we have a really strong working relationship with the team at Derby. more training would be useful but more intermediate/higher training. Your paper on Disability and volunteering was in my opinion absolutely brilliant credit to the team.
6. Include wider range of volunteering opportunities
7. As already stated I would like to build on the partnership work started by having a series of drop-in sessions to encourage people to take volunteering opportunities.

15. What do you think of the effectiveness of Derby Volunteer Centre in policy response and campaigning? Please tick the boxes to indicate your assessment.



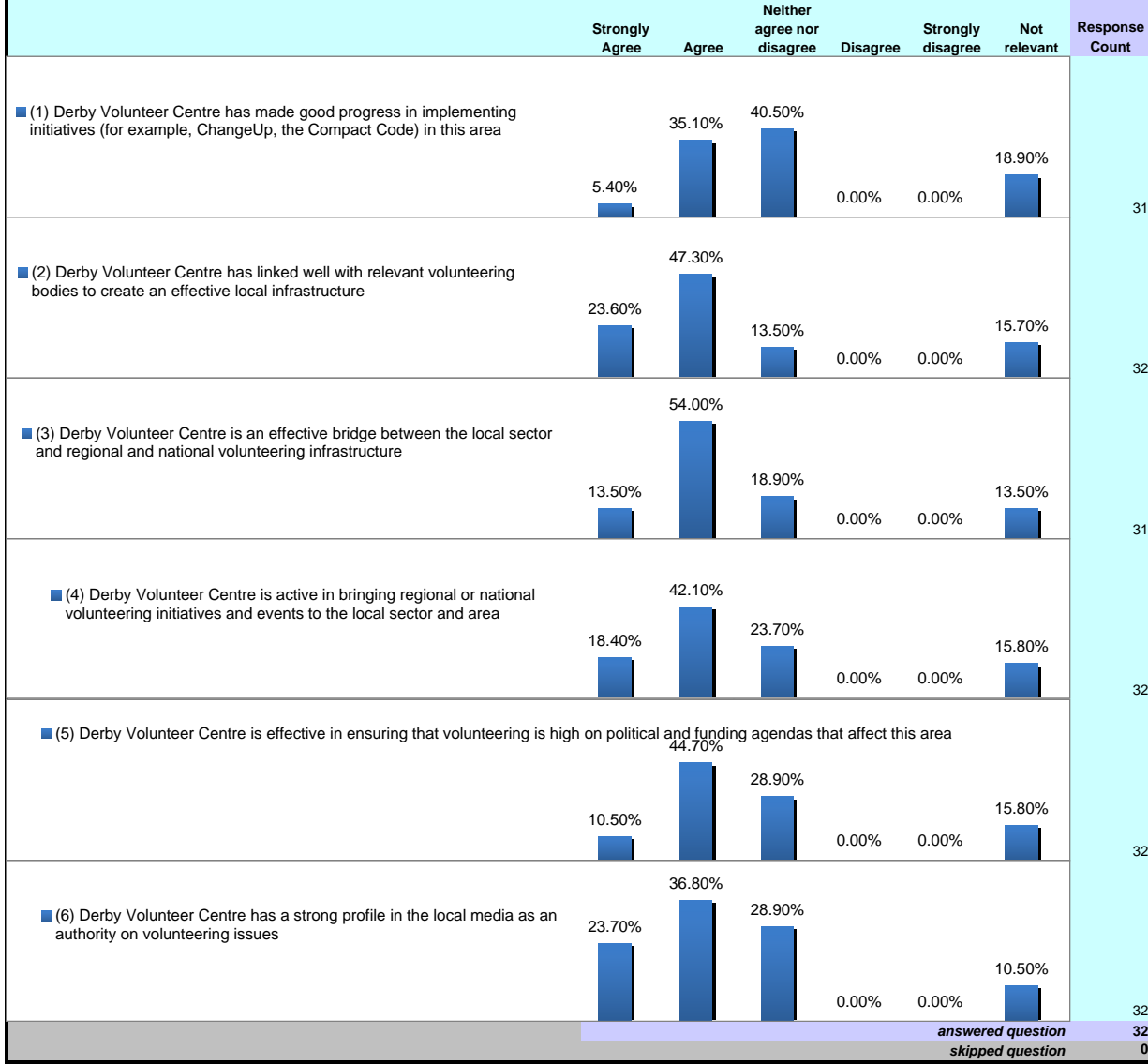
16. In what ways, if any, could Derby Volunteer Centre improve the ways it responds to and campaigns on policy and funding issues? Your answer may include specific issues that Derby Volunteer Centre should address and the manner in which it carries out this aspect of its work.

|                          | Response Count |
|--------------------------|----------------|
|                          | 39             |
| <b>answered question</b> | <b>32</b>      |
| <b>skipped question</b>  | <b>6</b>       |

Comments:

1. Funding for courses would be of great value - that is where to apply and how much is available.
2. I'm sorry but I don't know too much about this area
3. Not relevant due to the nature of our organisation.
4. Keep up to date with information and the laws, keep organisations well informed.
5. Not working on this with the VC
6. ensure groups have help to attend events and take part.
7. I cannot answer this as I don't know that much about what you do other than refer potential volunteers
8. I like the team, they get involved in the community and they work hard and care brilliant.
9. We need access to volunteering opportunities for people who are homeless. They struggle with issues around CRB checks, and expenses

17. What do you think of Derby Volunteer Centre's effectiveness in the strategic development of volunteering? Please tick the boxes to indicate your assessment.



18. In what ways, if any, could Derby Volunteer Centre improve its strategic development of volunteering? Your answer may include strategic issues that it should address and the manner in which it operates.

|                          | Response Count |
|--------------------------|----------------|
|                          | 39             |
| <b>answered question</b> | <b>32</b>      |
| <b>skipped question</b>  | <b>7</b>       |

**Comments:**

1. Oh come on, I'm only a volunteer!
2. Just to keep organisations well informed.
3. Find out from groups such as DCP, big business such as RR, egg and the council and do a profile a month on different volunteers within the business.
4. I would like more cascading regarding volunteering initiatives, but the team is without doubt proactive.

19. Has your organisation been involved in any new work, projects or initiatives as a result of Derby Volunteer Centre's work?

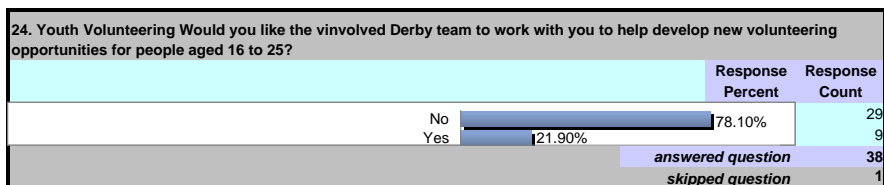
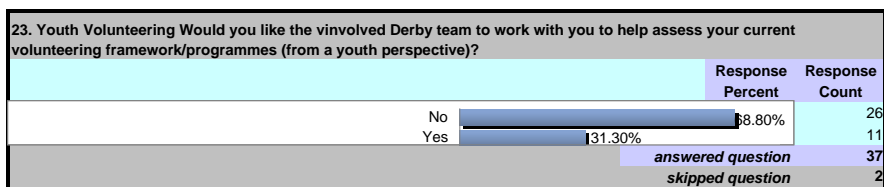
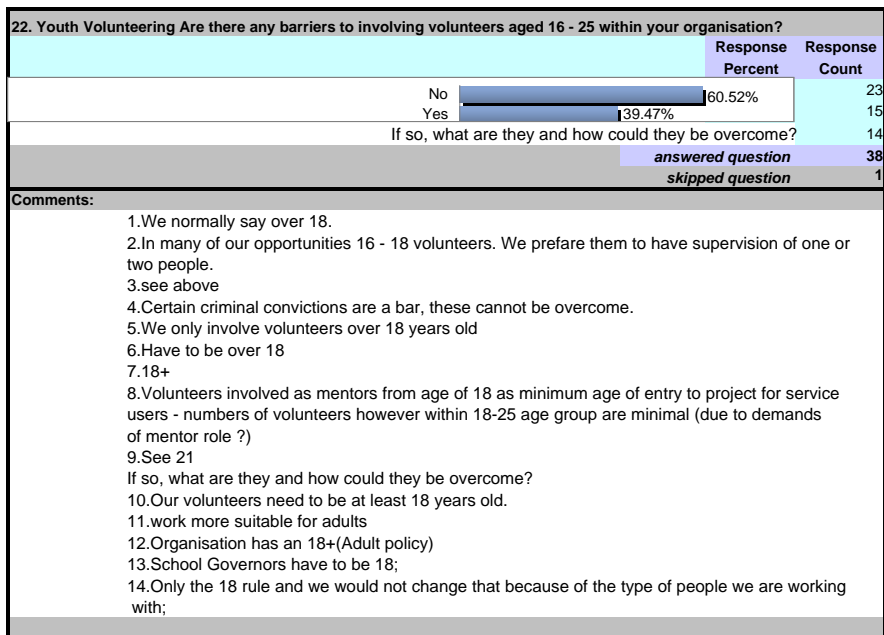
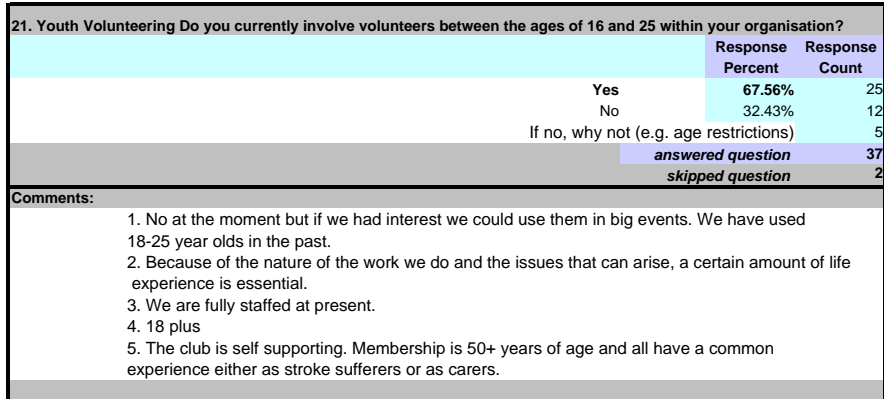
|   | Response Percent | Response Count |
|---|------------------|----------------|
| No  | 76.32%           | 29             |
| Yes   | 23.68%           | 9              |
| If you answered YES, please describe it/them briefly. |                  | 9              |
| <b>answered question</b>                              |                  | <b>38</b>      |
| <b>skipped question</b>                               |                  | <b>1</b>       |

**Comments:**

1. Through the opportunities put on by derby cvs to network with other organisations.
2. Volunteer Awards in Nottingham. Good to see the work volunteers put in is celebrated.
3. Starting up a new Scout Group in Mackworth, CVS ground work gave extra impetus to the project.
4. University volunteering day
5. training of staff in fundraising
6. Youth, Speed volunteering are two examples
7. work with various organisations I didn't have access to before
8. Involving Ex-offenders in Volunteering
9. New v developments

20. Please tick a box to indicate the level of your agreement with the following statements about possible impacts of the work of Derby Volunteer Centre. Derby Volunteer Centre's work as an infrastructure organisation contributes significantly to:

|   | Strongly Agree           | Agree  | Neither agree nor disagree | Disagree | Strongly disagree | Not relevant | Response Count |
|---|--------------------------|--------|----------------------------|----------|-------------------|--------------|----------------|
| ■ (1) The provision of good-quality volunteer services for the community  | 36.80%                   | 44.70% | 13.10%                     | 0.00%    | 0.00%             | 5.20%        | 38             |
| ■ (2) Innovation and creativity in developing and providing volunteer services  | 21.60%                   | 40.50% | 24.30%                     | 0.00%    | 0.00%             | 13.50%       | 37             |
| ■ (3) Volunteers' skills, personal development and employability  | 26.30%                   | 31.50% | 28.90%                     | 0.00%    | 0.00%             | 13.10%       | 38             |
| ■ (4) The community's levels of participation in voluntary and other activities   | 15.80%                   | 44.70% | 26.30%                     | 0.00%    | 0.00%             | 13.10%       | 38             |
| ■ (5) The health, both physical and mental, of people in this community   | 13.10%                   | 34.20% | 36.80%                     | 5.20%    | 0.00%             | 10.50%       | 38             |
| ■ (6) The local environment, both natural and built (roads, housing, amenities and so on)                                       | 5.20%                    | 18.40% | 47.30%                     | 5.20%    | 0.00%             | 23.70%       | 38             |
| ■ (7) Skill levels, job creation, investment and funding, employment and financial wellbeing in the community                   | 15.80%                   | 36.80% | 31.50%                     | 0.00%    | 0.00%             | 15.80%       | 38             |
| ■ (8) Reducing public costs – for example, by reducing benefit dependence, crime and anti-social behaviour, or improving health | 15.80%                   | 28.90% | 36.80%                     | 0.00%    | 0.00%             | 18.40%       | 38             |
|   | <i>answered question</i> |        |                            |          |                   |              | 38             |
|   | <i>skipped question</i>  |        |                            |          |                   |              | 1              |



25. If you have any further comments on the effects and impacts of the work of Derby Volunteer Centre, or suggestions for improvement, please use the space below

|                          | Response Count |
|--------------------------|----------------|
|                          | 39             |
| <i>answered question</i> | 13             |
| <i>skipped question</i>  | 26             |

Comments:

1. I have found Derby CVS helpful at all times - always ready to help.
2. The way in which the staff at Derby CVS work in partnership with Umbrella is exemplary. They are a valued source of information and provision.
3. Help with accreditation for young volunteers would be really great.
4. CVS is a fantastic resource. We don't use a lot as we have a national organisation to refer to, but CVS compliments this in a lot of areas. Thanks for all your hard work!
5. /
6. See Q.13 - Volunteers have been recruited according to demand and to a maximum number according to the resources/management time available - this has often conditioned further developments/expansion.
7. Vinolved is new and in the future we will be more interested in the involvement of young people but it is not relevant to us at the moment.
8. As you will note from my responses, I don't know much about the other services your organisation offers. Maybe that is something to look into. There may be a lot more organisation in the same situation.
9. we have so little involvement with the organisation it is difficult to answer the questions
10. Very happy with the service you offer
11. Phew!
12. 16 to 25 year olds lack the life experience to make any impact on the membership.
13. I have had a very positive response when approaching the organization. Some sessions have taken place in a couple of libraries I would like to build on this and ensure we can use